



# **Electronic Access Conference** **2000 GET CONNECTED**



We Help Put America  
Through School

## Student Financial Assistance

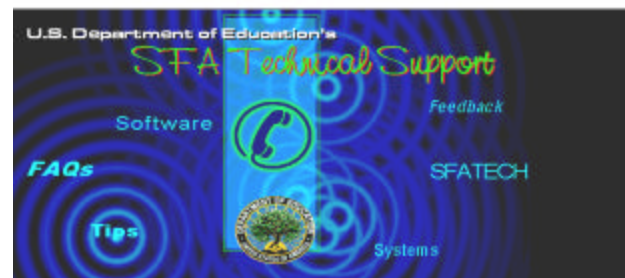
---



# SFA Tools for Schools Do You Use These?



- The SFA Customer Service Call Center (CSCC)
- The New and Improved IFAP web site
- The Brand new SFA Schools Portal web site
- SFA Technical Support web site and listserv



We Help Put America  
Through School

## ***What is the Customer Service Call Center?***

The Customer Service Call Center is a group of highly motivated, highly trained, totally committed group of Federal employees who have the following responsibilities:

- “One Call Does It All”
- Enhancing and maintaining IFAP
- Populating and maintaining the Schools Portal web site



## ***What is Our Mission?***

- ***Mission Statement.*** To foster an improved flow of information and promote customer service ideals in the student financial assistance community





Electronic Access Conference  
2000 GET CONNECTED

## *Services We Provide:*

- Respond to calls, letters, and faxes
- Maintain and update information on IFAP and the new School Portal



We Help Put America  
Through School

## *Customer Service Call Center*

- **Call the Customer Service Call Center at 1-800-433-7327**
- **E-mail CSCC at [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov)**
- **Fax CSCC at 1-202-260-4199.**

## *Evolution of the Electronic Library*

- Fall 1994 SFA introduced the SFABBS
- March 1998 IFAP is launched
- October 1999 IFAP is redesigned
- Winter 1999 Continuing to grow and improve as technology allows
- Fall 2000 Introduction of the School's Portal
- Fall 2000 IFAP converted...more robust and better searching



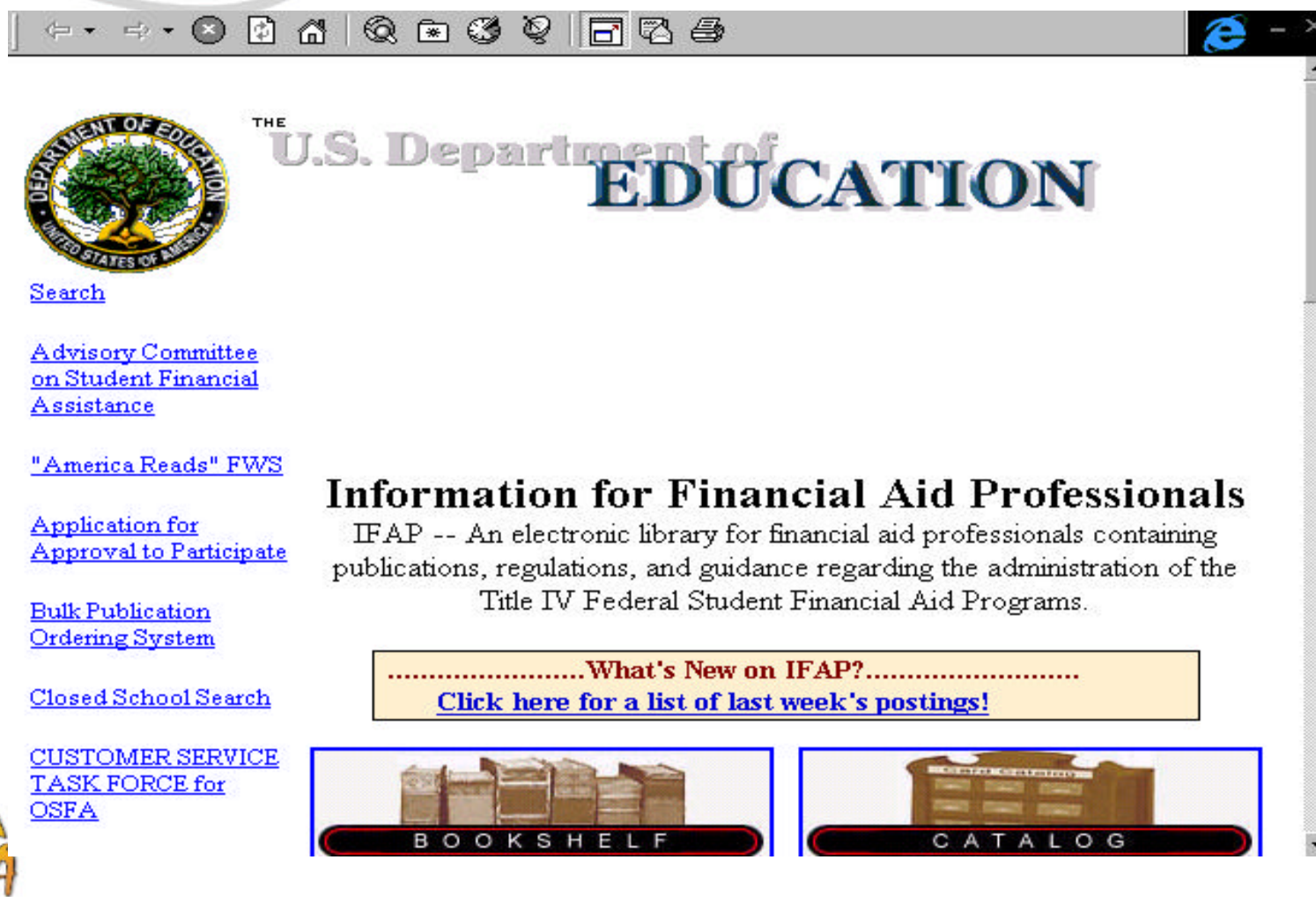
We Help Put America  
Through School







Electronic Access Conference  
2000 GET CONNECTED

## *The Way We Were*



We Help Put America  
Through School

## New and Improved

 <p><b>Links to Other Websites</b></p> <ul style="list-style-type: none"> <li>SFA Training</li> <li>SFA Conference Registration</li> <li>Bulk Publication Ordering System</li> <li>Direct Loan Website</li> <li>Additional SFA-related Sites</li> </ul> <p>About the SFA Customer Support Branch</p>  <p>Student Financial Assistance</p> <p>U.S. Department of Education</p>	<p><b>Information for Financial Aid Professionals</b></p> <p> <a href="#">Current SFA Publications</a> <a href="#">SFA Publications by Topic</a> <a href="#">What's New</a> </p> <p> <a href="#">Search Tool</a> <a href="#">Member Services</a> <a href="#">Customer Feedback</a> <a href="#">Archived SFA Publications</a> </p>		
	<p>An <b>electronic library</b> for financial aid professionals containing <b>publications, regulations, and guidance</b> regarding the administration of the <b>Title IV</b> Federal Programs.</p>		

**SFA NEWS**

.....What's New on IFAP?.....

[Click here for a list of last week's postings!](#)

**Publications Visited Most Frequently**

- Action Letters
- Dear Partner (Colleague) Letters
- Electronic Announcements
- New Federal Registers
- SFA Handbooks

<p><a href="#">Current SFA Publications</a></p> <p><a href="#">Search Tool</a></p>	<p><a href="#">SFA Publications by Topic</a></p> <p><a href="#">Member Services</a></p>	<p><a href="#">What's New</a></p> <p><a href="#">Archived SFA Publications</a></p>
--	---	--



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

**SFA Information for Financial Aid Professionals**  
U.S. Department of Education

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)

**Member Services**  
[Current Publications by Title](#)  
[Publications by Topic](#)  
[Archived Publications by Title](#)  
[Search Tool](#)  
[SFA Customer Support](#)  
  
**CSCC**

Optimized for 4.0 Browsers and Above - [Download Here](#)

IFAP is a site for financial aid professionals, banks, lenders, institutions and guarantee agencies. The IFAP online library contains technical publications, regulations and policy guidance on the administration of the Student Financial Assistance (SFA) program.

**SFA Library**  
[Current Publications by Title](#) [Publications by Topic](#) [Archived Publications by Title](#)  
**SFA News** Last Update - Friday, November 10, 2000  

No entries

  
**Most Frequently Visited Publications**

- [Action Letters](#)
- [Dear Partner \(Colleague\) Letters](#)
- [Electronic Announcements](#)
- [New Federal Registers](#)
- [Regulations Compilations](#)
- [SFA Handbooks](#)

  
**IFAP Publications Search Tool**

Enter your query (in your own words):

- [Advanced Search](#)
- [About this Search](#)

[Home](#) | [Privacy Statement](#) | [Help](#)  
Copyright © 2000, IFAP. All rights reserved.

[U.S. Department of Education](#)  
[Student Financial Assistance](#)  
**Related Links**  
[SFA Training](#)  
[SFA Conference Registration](#)  
[Bulk Publications Ordering System](#)  
[Direct Loan Website](#)  
[Additional SFA-related Sites](#)



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

[Current Publications by Title](#)  
[Publications by Topic](#)  
[Archived Publications by Title](#)

[Search Tool](#)

SFA Customer Support



### SFA Library - Current SFA Publications

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

There is a wealth of SFA information available to you here. Select the publication you are interested in from the list below.

[Accrediting Agencies:](#) "Current List of Nationally Recognized Accrediting Agencies and the Criteria for Recognition by the U.S. Secretary of Education".

[Action Letters:](#) All Action Letters from the the last 3 award years to the present are available here.

[Audit Guides:](#) The January 2000 "Audit Guide for Schools" and much more is available here.

[Blue Books:](#) Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

[Campus-Based Program Materials:](#) The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

[Conferences and Presentations:](#) SFAVED presentations given at conferences like the "Electronic Access Conferences" and the annual NASFAA conference are available here, in PDF format.

[Counselor's Handbooks:](#) The "Counselor's Handbooks for Postsecondary Schools" from the 1998-1999 award year are available here.

[Dear Partner/Colleague Letters:](#) All Dear Partner/Colleague Letters (DCLs) produced by SFA since the beginning of 1995. Or, go directly to the "type" of letter you are looking for by clicking on the appropriate link below:

- [Training Announcements \(ANN type\)](#)
- [Campus-based Programs \(CB type\)](#)
- [Disaster Letters Published by SFA](#)
- [Guarantor Letters \("G" type\)](#)
- [General Distribution Letters \(GEN type\)](#)



We Help Put America  
Through School



59016).

[SAR/ISIR Reference Materials:](#) "SAR/ISIR Comment Codes", Draft SAR form, ISIR Record Layouts, and "A Guide to SARs & ISIRs" are available here.

SAR/ISIR Comment Codes/Text and Reject Codes/Reasons are distributed as part of **A Guide to SARs & ISIRs**. For easy retrieval, click on the entries below to access the appropriate award year comment codes/text or reject codes/reasons.

- [2000-2001 SAR/ISIR Comment Codes and Text](#)
- [2000-2001 SAR/ISIR Reject Codes and Reject Reasons](#)
- [1999-2000 SAR/ISIR Comment Codes and Text](#)
- [1999-2000 SAR/ISIR Reject Codes and Reject Reasons](#)

[SFA Training Depot:](#) Included information on Training Announcements, Training Guides, and links to Computer Based Training, the SFA University Web Site and other Training Web Sites.

[SSCR User's Guides:](#) The SSCR User's Guide provides the information needed by school personnel in the Registrar's Office, Financial Aid Office, and computer or data processing department to participate in the Student Status Confirmation Report process.

[Student Financial Aid Handbooks:](#) All 'SFA Handbooks' produced by SFA from the 1995-96 award year to the present.

[Verification Guides and Worksheets:](#) This guide assists financial aid administrators in completing student application data verification. The "Verification Worksheets" (for independent and dependent students) are also available here.

Verification Worksheets were distributed as part of the "Verification Guides", until the 1999-2000 award year. For easy retrieval, click on the entries below to access the appropriate award year verification worksheets.

- [2000-2001 Verification Worksheets](#)
- [1999-2000 Verification Worksheets](#)

Many of the publications we make available to you are in Portable Document Format (PDF). PDF files can be viewed using the Acrobat Reader software. To download a FREE copy of the software, click on the icon below.



[Home](#) | [Privacy Statement](#) | [Help](#)

Copyright © 2000, IFAP. All rights reserved.





Electronic Access Conference  
2000 GET CONNECTED



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



CSCC

### SFA Library - Publications by Topic

#### Accrediting Agencies

[Application To Participate](#)

#### Campus-Based Programs (General Provisions)

[Administrative Cost Allowance \(ACA\)](#)

[Allocation Of Funds](#)

[Fiscal Operations Report And Application To Participate \(FISAP\)](#)

[Fiscal Procedures](#)

[Resources](#)

[Transfer Of Funds](#)

#### Cash Management

[Administrative Capability](#)

[Authorizations \(Student/Parent\)](#)

[Credit Balances](#)

[Crediting Student Accounts](#)

[Direct Loan Information \(EDE\)](#)

[Disbursement/Payment](#)

[Early Disbursements](#)

[Excess Cash](#)

[Financial Responsibility](#)

[Late Disbursements](#)

[Maintaining Funds](#)

[Notification/Disclosure](#)

[Payment Period](#)

[Prior-year Charges](#)

[Repayment](#)

[Requesting Funds](#)

#### FAFSA Processing/SAR/ISIR

[Application Ordering System \(AOS\)](#)

[Application Ordering System \(OAS\)](#)

[Comment Codes/Match Flags](#)

[Corrections](#)



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



## SFA Library - Current SFA Publications - Current Publications by Topic

### Blue Books

[06/01/1999](#)

[06/01/1999](#)

[07/01/1995](#) Overview of Cash Management

[07/01/1995](#) Disbursing Title IV Program Funds

[07/01/1995](#) Returning Funds

[07/01/1995](#) Department of Education Payment Management System (ED/PMS)

### Direct Loan Bulletins

[11/01/1996](#) Copy of a Notice printed in the Federal register on Tuesday, October 8, 1996 (Vol. 61, No. 196), that established deadline dates for closure of all Year 1 (1994-95 academic year) and Year 2 (1995-96 academic year) Direct Loan processing. Be sure to read this Notice carefully.

[06/01/1996](#) New 30-Day reporting requirement and Important Telephone Numbers

[10/01/1999](#) Return of Direct Loan Excess Cash

[04/01/1995](#) Draw down instructions for Year Two participants in the William D. Ford Federal Direct Student Loan Program

[08/01/1996](#) Returning Direct Loan Funds to the U.S. Department of Education

### Direct Loan School Guides

[1998-1999](#)

### Dear Partner/Colleague Letters

[09/01/1999](#) Guidance for helping Title IV participants affected by Hurricane Floyd.

[03/01/1998](#) Announcement of Rescheduled Transition from PMS to EDCAPS/GAPS

### Federal Registers

[09/23/1996](#) The Secretary proposes to amend the regulations governing the student financial assistance programs authorized under title IV of the Higher Education Act of 1965, as amended (title IV, HEA programs). These programs include the campus-based programs (Federal Perkins Loan, Federal Work-Study (FWS), and Federal Supplemental Opportunity Grant (FSEOG) programs), the Federal Family Education Loan (FFEL) Programs, the William D. Ford Federal Direct Loan (Direct Loan) Program, the Federal Pell Grant Program, the State Student Incentive Grant (SSIG) Program, and the National Early Intervention Scholarship and Partnership (NEISP) Program. These proposed regulations further the implementation of Department of Education (Department) initiatives to reduce burden and improve program accountability. These proposed regulations clarify and consolidate current policies and requirements, make needed changes in the regulatory requirements for the Secretary to



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



### SFA Library - Archive SFA Publications

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

There is a wealth of SFA information available to you here. Select the publication you are interested in from the list below.

[Accrediting Agencies:](#) "Current List of Nationally Recognized Accrediting Agencies and the Criteria for Recognition by the U.S. Secretary of Education".

[Action Letters:](#) All Action Letters from later than 3 years are available here.

[Audit Guides:](#) The "Audit Guide for Schools" earlier than the last 3 years and much more is available here.

[Blue Books:](#) Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

[Campus-Based Program Materials:](#) The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

[Conferences and Presentations:](#) SFA/ED presentations given at conferences like the "Electronic Access Conferences" and the annual NASFAA conference are available here, in PDF format.

[Counselor's Handbooks:](#) The "Counselor's Handbooks for Postsecondary Schools" from the 1996-97 award year through the 1997-1998 award year are available here.

[Dear Partner/Colleague Letters:](#) All Dear Partner/Colleague Letters (DCLs) produced by SFA since the beginning of 1995. Or, go directly to the "type" of letter you are looking for by clicking on the appropriate link below:

- [Training Announcements \(ANN type\)](#)
- [Campus-based Programs \(CB type\)](#)
- [Disaster Letters Published by SFA](#)
- [Guarantor Letters \("G" type\)](#)



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

[Current Publications by Title](#)  
[Publications by Topic](#)  
[Archived Publications by Title](#)

[Search Tool](#)

[SFA Customer Support](#)



CSCC

### SFA Library - Archived SFA Publications - Action Letters

**Action Letters:** All Action Letters later than the last 3 award years to the present are available here.

Locate documents in this publication using the following methods:

- [By All 1997-1998 Action Letters](#)
- [By All 1996-1997 Action Letters](#)
- [By All 1995-1996 Action Letters](#)

[Home](#) | [Privacy Statement](#) | [Help](#)

Copyright © 2000, IFAP. All rights reserved.



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



CSCC

### IFAP User Registration

Please use the form below to register with IFAP. The requested information will enable us to better service our partners in the financial aid community.

First Name\*:

Last Name\*:

E-mail\*:

Institution/Organization\*:

City\*:

State\*:

Financial Aid Professional Group\*:

If you selected other for Financial Aid Professional Group, please specify your exact group classification.

Would you like to participate in discussion groups with users of similar interests? ☒ Yes ☐ No

\* Required Fields



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



CSCC

#### IFAP Member Services Menu

- [SFA Customer Service Organizations](#)
- [Subscription Options](#)
- [Customized Search](#)
- [Change Password](#)
- [Update User Profile](#)

[Home](#) | [Privacy Statement](#) | [Help](#)

Copyright © 2000, IFAP. All rights reserved.



We Help Put America  
Through School



Member Services

[Current Publications by Title](#)  
[Publications by Topic](#)  
[Archived Publications by Title](#)

[Search Tool](#)

[SFA Customer Support](#)



**Subscription Options**

The Subscription system was developed to notify you when a new publication has been added to the wealth of information available on the IFAP web site. For your initial visit to this page, please review all subscription options prior to choosing your selection. Based on your subscription selection, summaries of all new additions will be sent to the email address you used during your initial registration process. Please verify that we have your correct email address.

**The IFAP system currently has your email address as [colleen\\_miller@ed.gov](mailto:colleen_miller@ed.gov). Please go to [Change My Email Address](#) now if this is not your current email address. After your email address has been updated, you may continue with the subscription process.**

ALL registered IFAP customers will automatically receive an electronic mail message that summarizes the new additions to IFAP for the week. IFAP web site updates average 8-10 documents per week. You must visit the IFAP web site (<http://ifap.ed.gov>) to read, print and/or download the actual document. To accept the default IFAP Subscription press the submit button at the bottom of this form. If you need more timely updates for specific items choose options 2, 3 and/or 4. Click on the options listed below for further details and selection criteria. You can select more than one option. Even if there is overlap in your selection, the system is designed not to send you duplicate notifications of the same document.

**1) Weekly Summary of ALL IFAP Additions (Default Setting)**

Choose this option to receive a weekly summary of ALL IFAP additions or deselect the default.

**2) Frequently Generated IFAP Additions**

Choose this option to receive notification of the six most frequently generated IFAP documents approximately 48 hours after new documents are available.

**3) Additional Publications By Publication Type**

Choose this option to receive your selection of IFAP additions by Publication Type approximately 48 hours after new documents are available.

**4) Additional Publications By Program/Service**

Choose this option to receive your selection of IFAP additions by Program/Service approximately 48 hours after new documents are available.

**1) WEEKLY SUMMARY OF ALL NEW POSTINGS (Default Setting)**

With this option you will receive a weekly summary of ALL IFAP additions, or choose to decline receipt of the weekly summary.





Electronic Access Conference  
2000 GET CONNECTED



SFA Information for Financial Aid Professionals  
U.S. Department of Education



[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)

Member Services

[Current Publications by Title](#)  
[Publications by Topic](#)  
[Archived Publications by Title](#)

[Search Tool](#)

[SFA Customer Support](#)



### IFAP Publications Search Tool

**Query:** Please type your query in the box below.

cost of attendance

**Publication Date:**  (MM/DD/YYYY)

**Posted Date:**  (MM/DD/YYYY)

**Number of Results:**

**Minimum Result Threshold:**  %

☒ Show Short Summary

**Publication Type Selection:**

Accrediting  
Action Letters  
Audit Guides  
Blue Books  
Campus Programs  
Presentations  
Counselor Handbooks  
Colleague Letters  
Default Rate  
Loan Bulletins

[Search](#)

[Home](#) | [Privacy Statement](#) | [Help](#)  
Copyright © 2000, IFAP. All rights reserved.



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED



SFA Information for Financial Aid Professionals  
U.S. Department of Education



[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)

Member Services

Current Publications by  
Title  
Publications by Topic  
Archived Publications by  
Title

Search Tool

SFA Customer Support



### IFAP Publications Search Tool

#### Suggest Weight Title

10 records returned

- |                          |     |  |  |
|--------------------------|-----|--|--|
| <input type="checkbox"/> | 96% | <a href="#">IFAP - Student Financial Aid Handbooks</a> | AwardYear: 1998-1999 EnterChapterNo: 5 EnterChapterTitle: Campus-based Programs (Common Elements) SectionNumber: 2 SectionTitle: Resources and Overawards PageNumbers: 9-14 NEED-ANALYSIS FORMULAS -----<br>The Higher Education Act of 1965 (HEA), as amended, provides a single methodol for determining the Expected Family Contribution (EFC) and cost of attendance (COA) for all Student Financial Assistance (SFA) programs. Need-analysis and C are discussed in Chapter 2,                    |
| <input type="checkbox"/> | 96% | <a href="#">IFAP - Student Financial Aid Handbooks</a> | AwardYear: 1995-1996 EnterChapterNo: 2 EnterChapterTitle: Student Eligibility an Financial Need SectionNumber: 2 SectionTitle: Overview of Financial Need PageNumbers: 39-56 With the exception of the unsubsidized loan programs (unsubsidized Federal Stafford, Direct Unsubsidized, Federal PLUS, Direct PLUS) student must demonstrate financial need to receive aid from the SFA programs. Unlike scholarship programs that may award funds based on academic merit or or the student's area of s |
| <input type="checkbox"/> | 96% | <a href="#">IFAP - Student Financial Aid Handbooks</a> | AwardYear: 1997-1998 EnterChapterNo: 4 EnterChapterTitle: Federal Pell Grant Program SectionNumber: 2 SectionTitle: Calculating the Federal Pell Grant PageNumbers: 9-44 In this section, we will review the basic steps in calculating a award. These steps, in effect, adjust the Pell award to take into account the stude cost of attendance (COA) for the academic year, the student's enrollment status, t ability to contribute to his or her education (EFC), the amount of coursework         |
| <input type="checkbox"/> | 96% | <a href="#">Ch10-need</a>                              | 1D 215 CHAPTER 10 Financial Need and Packaging Once the school has the necessary information from the Department, it determines the student's fi-nancial need and packages the student's aid. In this chapter, we discuss how financial ne is determined, and some factors schools must keep in mind when packaging feder aid. FINANCIAL NEED A student must have financial need to receive all SFA fund: except for unsubsidized loans under the Direct Loan and FFEL Programs. These loans include   |
| <input type="checkbox"/> | 96% | <a href="#">SFA Handbook: Student Eligibility</a>      |  |



We Help Put America  
Through School

# ***Topic of Portals***

## ***PC World magazine August 1998***

- New breed of Web site offers...convenient array of features
- Set the site as your browser's default home page
- Use as an entry point to other Web destinations, and return to day after day
- Why go to a portal? In a word, convenience. Unless you have the time and energy to collect and sort through dozens of bookmarks, it's considerably easier to find the services you need at a portal.



There are no hard-and-fast rules about what constitutes a portal

## What Are Portals?

A doorway, an entrance, or a gate, especially one that is large and imposing.

An entrance or a means of entrance: the local library, a portal of knowledge.





Electronic Access Conference  
2000 GET CONNECTED

# Introducing the SFA Portal for Schools.....



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Tuesday, November 7

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### SFA Links\*

#### Reference Library

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

#### Student Data

- [NSLDS-National Student Loan Data System](#)
- [PELL-RFMS](#)
- [LD-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

#### Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

#### Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

#### Training/Conferences

- [SFA Conferences](#)

### SFA Headlines

[More Headlines](#)

#### SFA News

- [Welcome to Schools Portal!](#)

### SFA Search Tool

SFA Links & IFAP Database

[go](#)

[Advanced Search](#) [About this Search](#)

### My SFA- Sign Up Now!

USERNAME:

[Privacy Statement](#)

PASSWORD:

[go](#)

[CUSTOMIZE YOUR LINKS!](#)

### SFA Calendar

Events							Deadlines							Training							NPRMs						
< November 2000 >																											
Su	Mo	Tu	We	Th	Fr	Sa																					
29	30	31	1	2	3	4																					
5	6	7	8	9	10	11																					
12	13	14	15	16	17	18																					
19	20	21	22	23	24	25																					

**Tuesday, November 7**

- [Schools Portal Calendar Test](#)

**NPRM Test**

Tuesday, November 7

- [Schools Portal Calendar Test](#)

[NPRM Test](#)

[Send a comment on this NPRM](#)



We Help Put America  
Through School

<http://sfa4schools.sfa.ed.gov>

Session 35

# Portal Priorities



Tuesday, November 7

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

## •Content Management

## •Links to SFA Web Enabled Systems

## •User Customization

### SFA Links\*

#### Reference Library

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

#### Student Data

- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

#### Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

#### Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

#### Training/Conferences

- [SFA Conferences](#)

### SFA Headlines

[More Headlines](#)

#### SFA News

- [Welcome to Schools Portal](#)

### SFA Search Tool

SFA Links & IFAP Database

[Advanced Search](#) [About this Search](#)

### My SFA- Sign Up Now!

USERNAME:  [Privacy Statement](#)

PASSWORD:   [CUSTOMIZE YOUR LINKS!](#)

### SFA Calendar

Events							Deadlines							Training							NPRMs																																																																																																																																																		
<div> <div>&lt;</div> <div>November 2000</div> <div>&gt;</div> </div> <table border="1"> <tr> <td>Su</td><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td> <td colspan="21">Monday, November 13</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td> <td colspan="21"> <ul style="list-style-type: none"> <li>No Entries For Today</li> </ul> </td> </tr> <tr> <td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td> <td colspan="21"></td> </tr> <tr> <td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td> <td colspan="21"></td> </tr> <tr> <td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td> <td colspan="21"></td> </tr> </table>																												Su	Mo	Tu	We	Th	Fr	Sa	Monday, November 13																					29	30	31	1	2	3	4	<ul style="list-style-type: none"> <li>No Entries For Today</li> </ul>																					5	6	7	8	9	10	11																						12	13	14	15	16	17	18																						19	20	21	22	23	24	25																					
Su	Mo	Tu	We	Th	Fr	Sa	Monday, November 13																																																																																																																																																																
29	30	31	1	2	3	4	<ul style="list-style-type: none"> <li>No Entries For Today</li> </ul>																																																																																																																																																																
5	6	7	8	9	10	11																																																																																																																																																																	
12	13	14	15	16	17	18																																																																																																																																																																	
19	20	21	22	23	24	25																																																																																																																																																																	

## Five (5) Portal Areas

- SFA Links - all SFA web-enabled systems
- SFA Headlines - categorized as either “SFA News” or “SFA Policy and Rule Changes”
- SFA Search Tool - across the “links” and/or within IFAP publications
- My SFA - customize the look of Your Portal Home Page
- SFA Calendar - Deadline dates, Training/Conference dates, Events and NPRM comment due dates.

## SFA Links\*

### Reference Library

- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

### Student Data

- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

### Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

### Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

### Training/Conferences

- [SFA Conferences](#)

# SFA Links

Reference Library - Links to the IFAP Publications

Student Data - Links to NSLDS, Pell/RFMS, Direct Loan Servicing, Origination and Consolidation sites

Book Store - Order publications, download software and technical pubs

Participation & Funding - GAPS, PEPS data, E-App

Training/Conferences - SFA University



## SFA Headlines presented as either:

- SFA News (Announcements, Dear Partner Letters, etc.)
- SFA Policy and Rule Changes (Federal Registers, Regulation Compilations, etc.)
- “Old” Headlines are archived

**SFA Headlines**[More Headlines](#)

**SFA News**

- [Welcome to Schools Portal!](#)



Click on “More Headlines” to see the list  
of archived headlines



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Tuesday, November 7

*"We Help Put America Through School"*

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### Headline Archives

#### NOVEMBER 06, 2000

- [Welcome to Schools Portal!](#)

#### NOVEMBER 03, 2000

- [SFA Portal Headline](#)

## SFA Search

Powerful natural  
language queries

- Search across the SFA links **and** within the IFAP publications

- Search only across the SFA Links (up to security pages)

- Search the IFAP publications



We Help Put America  
Through School

### SFA Search Tool

SFA Links & IFAP Database ▼

go

[Advanced Search](#) [About this Search](#)

### SFA Search Tool

SFA Links & IFAP Database ▼

SFA Links & IFAP Database

SFA Links

IFAP Database

# Customizing My SFA

Click on “Sign Up Now” to obtain an ID and establish your password

**My SFA- Sign Up Now!**

USERNAME:  [Privacy Statement](#)

PASSWORD:  [CUSTOMIZE YOUR LINKS!](#)

**Sign Up for My SFA**

Why sign up for My SFA? With our customizable Portal, you can:

- Customize Your Links:** You can choose which SFA sites appear in your MY SFA Schools Portal.
- Add Personal Links:** You can create and save your own favorite links into the My SFA Schools Portal.

To sign up, please fill out the form below. All fields are required.

Your First Name:  (Max 50 characters)

Your Last Name:  (Max 50 characters)

Your E-Mail:  (Max 100 characters)

Choose a password:  (Max 16 characters)

Confirm password:  (Max 16 characters)






Electronic Access Conference  
2000 GET CONNECTED

# Customizing My SFA

Enter your Username (ID) and password,  
then hit the “GO” button to see your choices  
for customization

USERNAME:	<input type="text" value="CKennedy"/>	<a href="#">Privacy Statement</a>
PASSWORD:	<input type="password" value="*****"/>	<a href="#">CUSTOMIZE YOUR LINKS!</a>
		



We Help Put America  
Through School



# Customizing My SFA

## Customize My SFA

Click on a button below to  
customize Your SFA!

[Change Password](#)

[SFA Links](#)

[My Bookmarks](#)



# Choose the SFA Links You Want to Display

## Customize your SFA Links

He

Please select the SFA links you wish to view.

### Reference Library

- ☒ SFA Publications By Title
- ☒ SFA Publications By Topic

### Student Data

- ☒ NSLDS - National Student Loan Data System
- ☒ Pell - RFMS
- ☒ LO - Direct Loan Origination System
- ☒ DLSS - Direct Loan Servicing System
- ☒ FAFSA
- ☒ Loan Consolidation

### Book Store

- ☒ Bulk Publication Ordering System
- ☒ SFA Download Site
- ☒ Technical Publications

### Participation and Funding

- ☒ GAPS - Grants Administration and Payment System
- ☒ PEPS - Postsecondary Education Participants System
- ☒ Application to Participate and for Recertification

### Training/Conferences

- ☒ SFA Conferences





Electronic Access Conference  
2000 GET CONNECTED

# Add Personal Bookmarks to Your Customized SFA Portal Page



**Schools Channel**

U.S. Department of Education  
Student Financial Assistance

Wednesday, November 8

*"We Help Put America Through School"*

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

## Add New Bookmark

[Help](#)

Title

URL

[Add](#)

[Clear](#)



We Help Put America  
Through School



# An Example of a Customized

## “MY SFA” Page

Wednesday, November 8



### Schools Channel

U.S. Department of Education  
Student Financial Assistance

*"We Help Put America Through School"*

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

#### SFA Links\*

##### Reference Library

- [SFA Publications By Title](#)
- [SFA Publications By Topic](#)

##### Book Store

- [Bulk Publication Ordering System](#)
- [Technical Publications](#)

##### Participation and Funding

- [PEPS - Postsecondary Education Participants System](#)

##### Training/Conferences

- [SFA Conferences](#)

##### Personal Bookmarks

- [OPM HomePage](#)
- [SFA Intranet](#)
- [VRE](#)
- [WEB TRENDS](#)

\*To return to the portal from an SFA Link, close the browser window.

#### SFA Headlines

[More Headlines](#)

##### SFA News

- [Welcome to Schools Portal!](#)

#### SFA Search Tool

SFA Links & IFAP Database

[go](#)

[Advanced Search](#) [About this Search](#)

#### Customize My SFA

Welcome back, CKennedy!

Click on a button below to  
customize Your SFA!

[Change Password](#)

[SFA Links](#)

#### SFA Calendar

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

< **November 2000** >

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25

**Wednesday, November 8**

- [Schools Portal Calendar Test](#)

## What's Happening in SFA? Check the SFA Calendar!

- Title IV deadlines and due dates
- Training and conference opportunities
- Comment due dates for NPRMs
- SFA publication availability

SFA Calendar

Events

Deadlines

Training

NPRMs

<

November 2000

>

Su

Mo

Tu

We

Th

Fr

Sa

29

30

31

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

Wednesday, November 8

Schools Portal Calendar Test





Electronic Access Conference  
2000 GET CONNECTED

# Monthly Calendar View



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Wednesday, November 8

"We Help Put America Through School"

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### All Categories

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

### Friday, November 3

- [Calendar Deployment](#)

### NPRM Update

- [Send comments about this NPRM](#)

### Regulation Parts Affected:

- None

### NpRM Works

- [Send comments about this NPRM](#)

### Regulation Parts Affected:

- None

### Monday, November 6

- [Schools Portal Calendar Test](#)

### NPRM Test

- [Send comments about this NPRM](#)

### Regulation Parts Affected:

- None

SFA Calendar						
< November 2000 >						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2



Electronic Access Conference  
2000 GET CONNECTED

# Monthly Calendar View of "Events"



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 3, 2000

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Fee](#)

Optimized for 4.0 Browsers and Above - [Download](#)

### Events

#### Events

#### Deadlines

#### Training

#### NPRMs

#### Friday, November 3

- [Calendar Deployment](#)

#### Monday, November 6

- [Schools Portal Calendar Test](#)

#### Tuesday, November 7

- [Schools Portal Calendar Test](#)

#### Wednesday, November 8

- [Schools Portal Calendar Test](#)

#### Thursday, November 9

- [Schools Portal Calendar Test](#)

#### Friday, November 10

- [Schools Portal Calendar Test](#)

#### Saturday, November 11

- [Schools Portal Calendar Test](#)

#### Sunday, November 12

- [Schools Portal Calendar Test](#)

SFA Calendar						
November 2000						
<						>
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2



We Help Put America  
Through School



# Portal Help available on-line, by phone and/or by email!



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 11

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### SFA Schools Portal Help

Welcome to the SFA Schools Portal Help section. This section will guide you in the use of the SFA Schools Portal. You may also contact the SFA Customer Service Call Center at **1-800-433-7327**, or e-mail them at [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov).

Please choose a topic below to receive help:

- **The SFA Schools Portal**
  - [Parts of the SFA Schools Portal](#)
- **SFA Schools Portal Calendar**
  - [Using the Calendar](#)
- **SFA Schools Portal Integrated Search**
  - [Searching the SFA Schools Portal sites](#)
  - [Using the Advanced Search interface](#)
- **My SFA**
  - [Logging into My SFA](#)
  - [Changing your Password](#)
  - [Customizing your SFA Links](#)
  - [Adding your own bookmarks](#)



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

# Frequently Asked Questions On-Line



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 10

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### SFA Schools Portal Frequently Asked Questions

#### Questions

- **General Questions**

- [What is SFA Schools Portal?](#)
- [What is My SFA?](#)
- [What can I customize in the SFA Schools Portal?](#)
- [Can I customize the appearance of the SFA Schools Portal?](#)
- [What browsers does the SFA Schools Portal support?](#)

- **Problems Logging In/User Issues**

- [What do I do if I forgot my username/password?](#)
- [Can I change my user information?](#)
- [I bookmarked my customized My SFA page. Why won't it load when I click on it?](#)

- **Other Issues**

- [Resizing problems with Netscape](#)

#### General Questions

##### What is SFA Schools Portal?

SFA Schools Portal is the Department of Education's Student Financial Assistance Portal. It provides a gateway to other SFA sites, along with displaying SFA News headlines and a calendar of events.

##### What is My SFA?

My SFA is a customizable version of the SFA Schools Portal. By signing up for a My SFA account, you will be able to choose which SFA site links you see, as well as add your own bookmarks to the list of links.

##### What can I customize in the SFA Schools Portal?

If you create a My SFA account by clicking on the "Sign Up Now" link in the My SFA panel in the SFA Schools Portal, you can quickly and easily customize your SFA Links panel by choosing which links you see, or adding your own bookmarks.

##### Can I customize the appearance of the SFA Schools Portal?



We Help Put America  
Through School



## Contacts Listing with Phone #s, Email Addresses

Customer Service Centers, Helpful Web sites,

Search Pages, Software/Technical Support



### Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 10

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

#### Table of Contents

##### Section A – Customer Service Centers

1. [CPS Customer Service \(CPS\)](#)
2. [Debt Collection Service \(DCS\)](#)
3. [Default Management Service](#)
4. [Direct Loan Information Centers](#)
5. [FAFSA Web Products/FAFSA Express](#)
6. [Federal Student Aid Information Center](#)
7. [Lender or Guaranty Agency Default Rates](#)
8. [National Student Loan Data System \(NSLDS\)](#)
9. [Pell Grant Customer Service](#)
10. [Campus Based Programs Customer Service](#)
11. [SFA Customer Service Call Center](#)
12. [Closed School Branch](#)
13. [Title IV WAN](#)
14. [Office of the Ombudsman SFA](#)
15. [Case Management Teams](#)
16. [Direct Loan Client Account Managers \(CAMS\)](#)

##### Section B – Helpful Web Sites for Financial Aid Professionals

1. [Information for Financial Aid Professionals \(IFAP\)](#)
2. [SFA Download](#)
3. [Bulk Publications Ordering System](#)
4. [NSLDS Online](#)
5. [RFMS/Pell Grant Online](#)
6. [Direct Loan Information](#)
7. [SFA Tech](#)
8. [Federal Student Aid Programs Online Applications](#)
9. [Quality Assurance Program](#)
10. [SFA Coach](#)
11. [SFA University](#)
12. [SFA Advisory Committee](#)

##### Section C – Department of Education Search Pages



We Help Put America  
Through School



# Link to Service Descriptions from Table of Contents

[Home](#)[Portal Help](#)[FAQs](#)[Contacts](#)[Got a Question?](#)[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

## 11. SFA Customer Service Call Center

**Phone:** 1-800-433-7327

**Fax:** 202-260-4199

**E-mail Address:** [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov)

Contact the SFA Customer Support Call Center for assistance regarding SFA programs and application delivery issues, and the Information for Financial Aid Professionals (IFAP) web page. The SFA Customer Support Call Center serves as your advocate within ED's School Channel Student Financial Aid programs. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within SFA.

## 12. Closed School Branch

**Phone:** 1-800-256-7346

Contact the Closed School Branch at this number for information to assist students and student loan borrowers adversely affected by the closure of a school or by the false certification of their eligibility to borrow.

Problems that are addressed through an informative brochure available through this number include:

- Unpaid refunds
- Poor quality of education and/or student services
- School certification
- False certification
- Denial of further financial aid
- Unavailable school records

This information also includes other telephone numbers, at the state licensing agencies, which are also excellent sources of information on the proprietary, cosmetology and degree granting school that the agencies license to operate. The possible availability or relief through tuition recovery funds or bonds established by these agencies is also indicated.

By request through our receptionist at the above number, or by leaving a message, you can also obtain information, assistance



We Help Put America  
Through School

# Got a Question?



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Friday, November 10

*"We Help Put America Through School"*

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

### Got a Question?

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327

[Click here to send a Portal Question e-mail to the SFA Customer Service Call Center](#)



Electronic Access Conference  
2000 GET CONNECTED

# We Want Your Feedback!

What Do You Think?

How can we improve?

Content/Functionality?

Usability?



**Schools Channel**

U.S. Department of Education  
Student Financial Assistance

Friday, November 10

*"We Help Put America Through School"*

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

## Send Portal Feedback

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327



We Help Put America  
Through School



Electronic Access Conference  
2000 GET CONNECTED

## WHAT'S NEXT: Portal Version 2.0

- The Ability To Distinguish User Groups
- Single sign-on
- Integrated Calendar with NASFAA

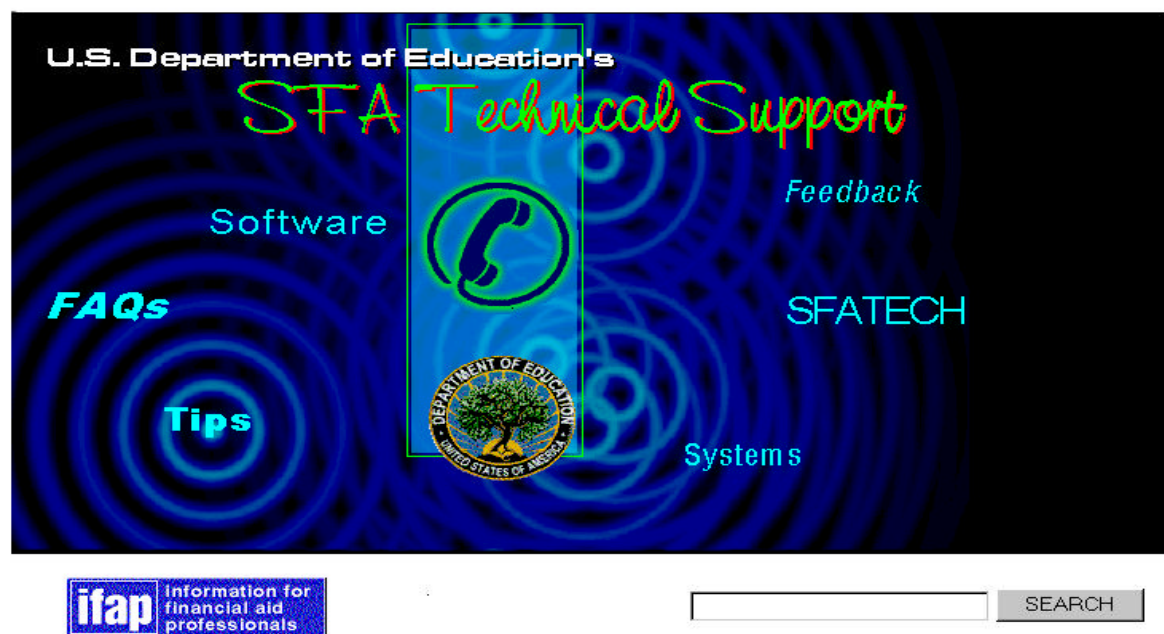


We Help Put America  
Through School



## SFA Technical Support . . .

<http://www.ed.gov/sfatech>



. . . the web site.

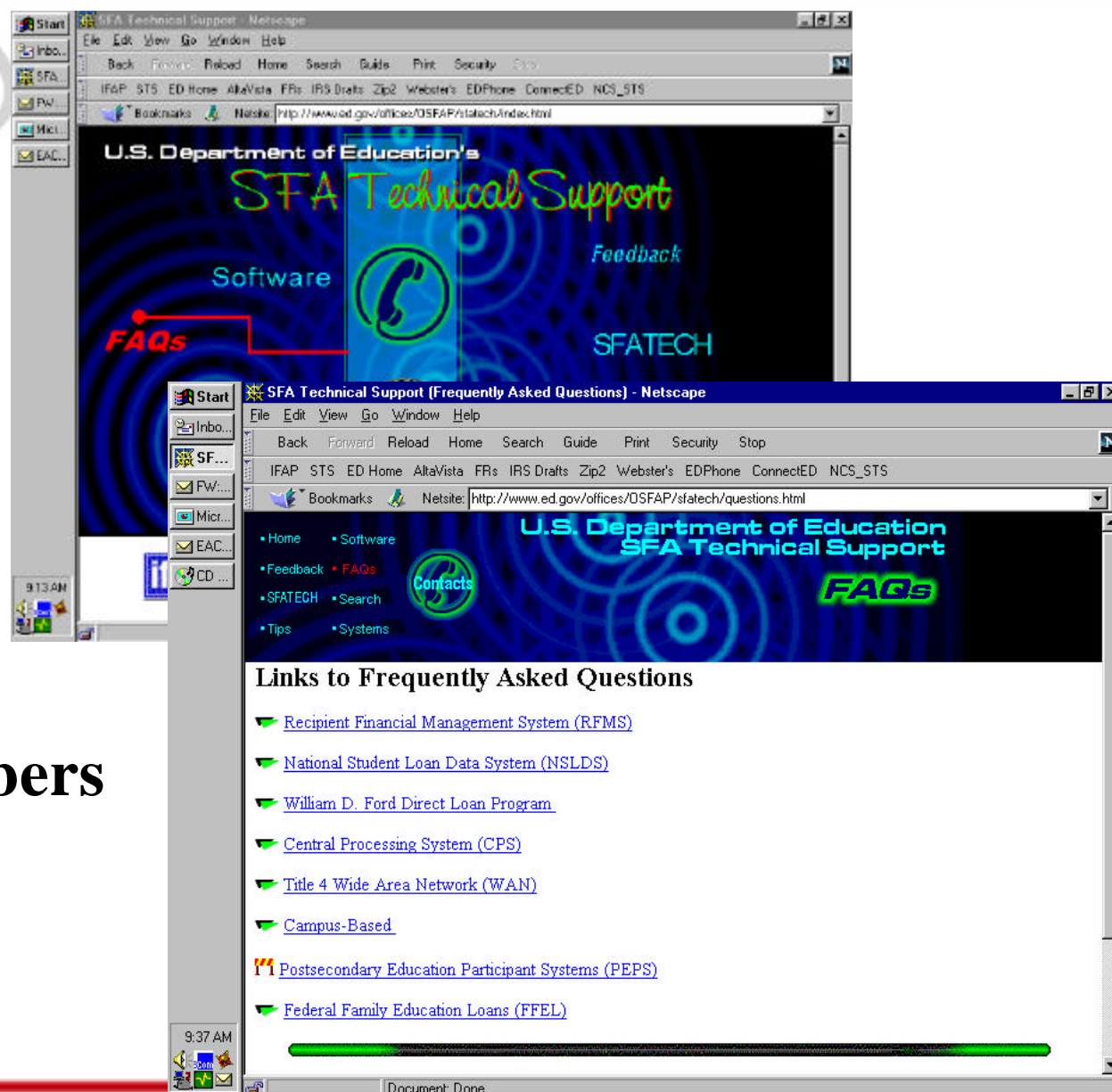


Electronic Access Conference  
2000 GET CONNECTED

- ☐ Tips
- ☐ FAQs
- ☐ 800 Numbers

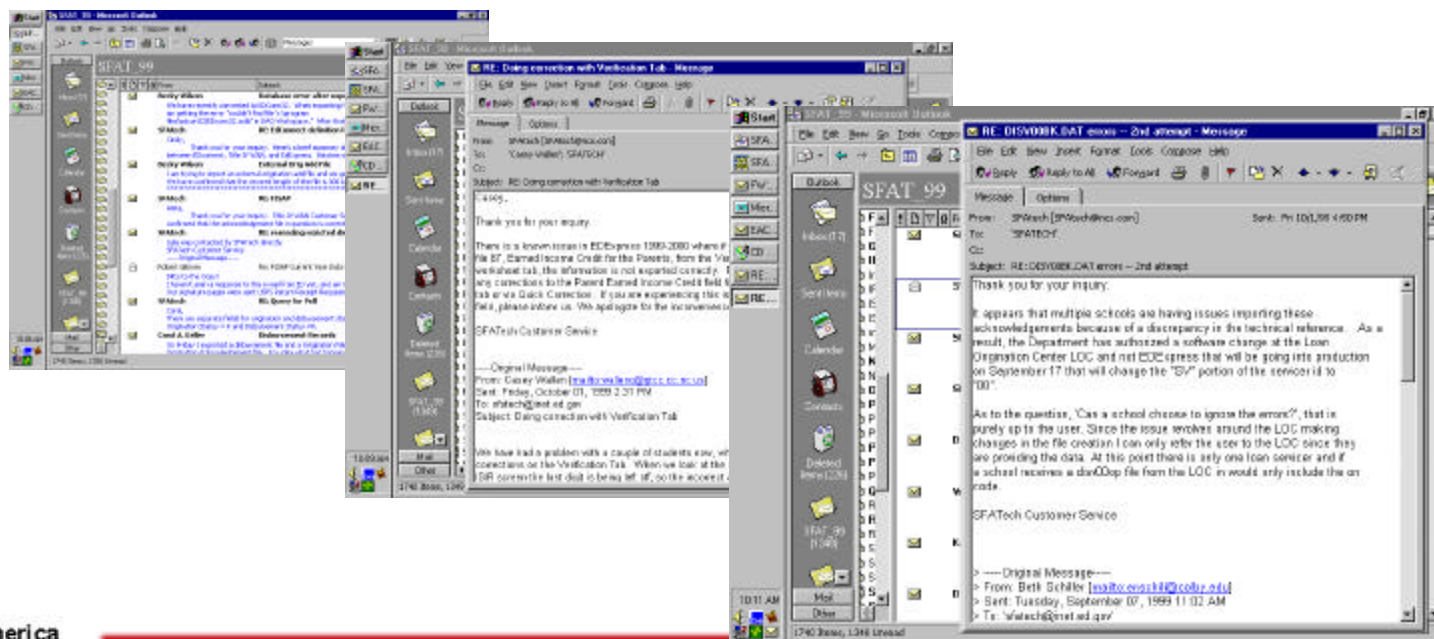


We Help Put America  
Through School



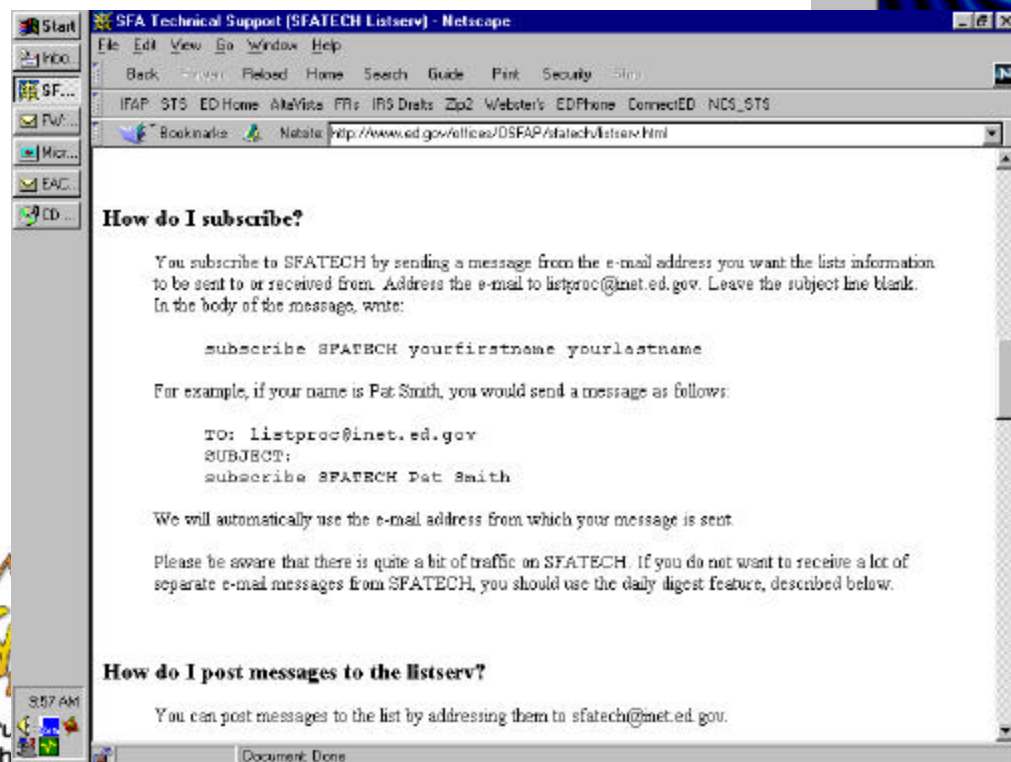
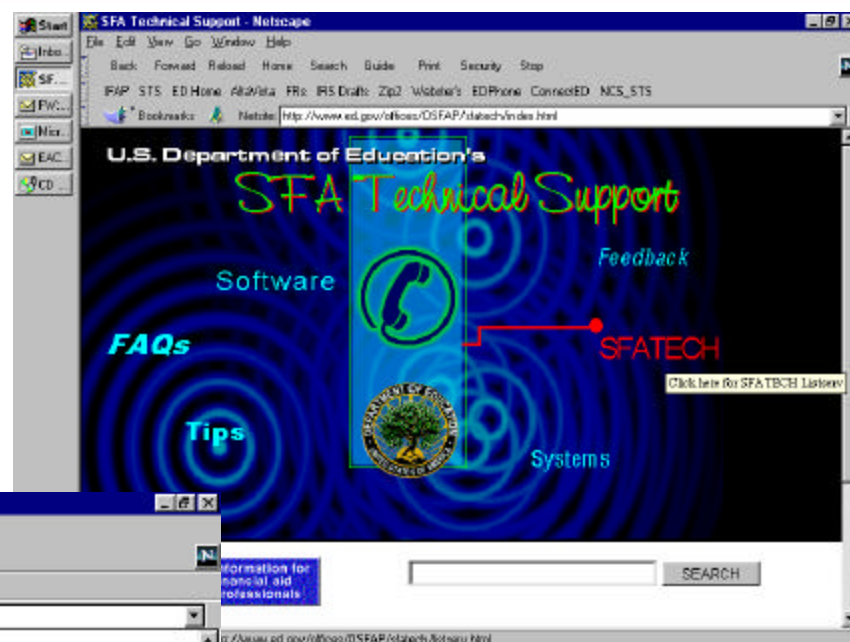
# SFATECH ... the list serve

SFATECH is an e-mail list (like FINAID-L) for technical questions and concerns about ED's SFA systems and software



We Help Put America  
Through School

# Information on SFATECH...



## Including how to subscribe

Please visit us in the PC Lab.  
Don't forget to complete your  
evaluations!

Thanks!